

MichaelPage

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Call Center - QA

QA Analyst

募集職種

人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

求人ID

1539969

業種

ソフトウェア

雇用形態

正社員

勤務地

東京都 23区

給与

450万円 ~ 850万円

更新日

2025年05月19日 17:25

応募必要条件

キャリアレベル

新卒・未経験者レベル

英語レベル

流暢

日本語レベル

ネイティブ

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

As a Quality Assurance Analyst, you'll monitor customer interactions, evaluate agent performance, and ensure adherence to service standards. This role requires strong analytical skills and collaboration with cross-functional teams to drive continuous improvement.

Client Details

This opportunity is with a large organization within the Technology industry.

Description

- Monitor and evaluate inbound and outbound calls to ensure compliance with company policies, scripts, and quality standards.
- Identify performance trends and areas for improvement through call audits and data analysis.
- Provide detailed, constructive feedback and coaching to customer service agents to enhance service quality.

- Collaborate with team leaders and training departments to develop and refine quality assurance guidelines and training materials.
- Generate and present QA reports, highlighting insights and recommendations for process improvements.

Job Offer

- Work from home up to 4x per week
- Fixed work hours
- RSU Options

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

スキル・資格

- Native-level Japanese and business-level English, Korean fluency is a plus
- minimum 2 years QA experience in call center industry
- Amenable to work in Tokyo Office

会社説明

Multinational internet technology